

# Connecting to Webmail via HTTP using Outlook 2003 and Windows XP

01/7/2004

## Overview

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If you have Windows XP, you can now configure Outlook 2003 to connect to the Webmail system over the internet when behind a firewall or cable modem without the need to use virtual private network (VPN) connections. This feature – connecting to an Exchange account by using Remote Procedure Call (RPC) over HTTP – allows Outlook 2003 to connect to the Webmail system securely while getting around blocked ports (i.e. port 135, etc.) that many ISPs and Firewalls block.

Note: This connection method is via HTTPS and is encrypted by 128-bit SSL.

## System Requirements

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- Webmail account
- Outlook 2003 (Available for no license fee from ISD)
- Windows XP with Service Pack 1 or higher installed (go to <http://windowsupdate.microsoft.com> to find out if you need service pack 1. NOTE: Windows 2000/Me/98 will not work)
- Microsoft Hotfix for Windows XP and RPC #Q331320

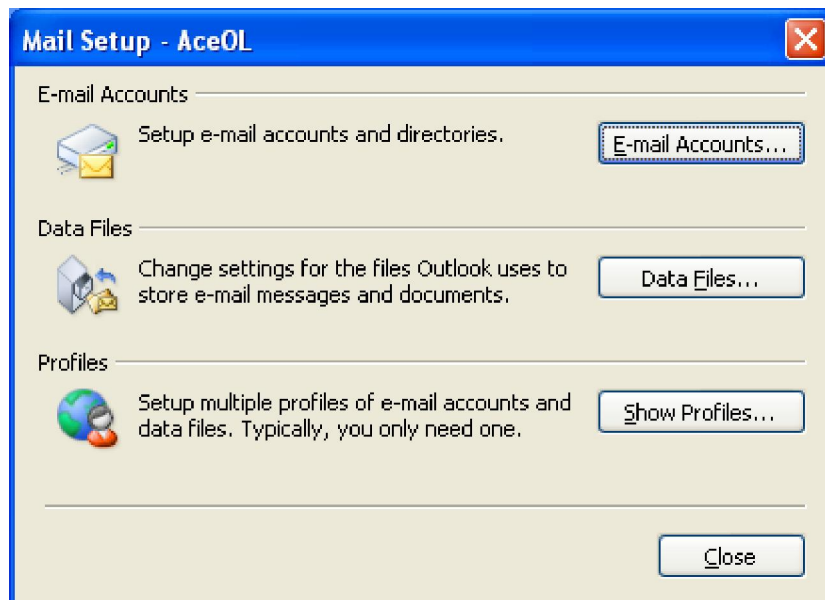
Downloadable here:

<http://support.microsoft.com/?kbid=331320>

## Setup Procedure

**\*\*IMPORTANT – If you have previously setup Outlook to be used with a VPN, please rerun the HOST FILE UPDATER from the support page and choose WEBMAIL Regular Mode \*\***

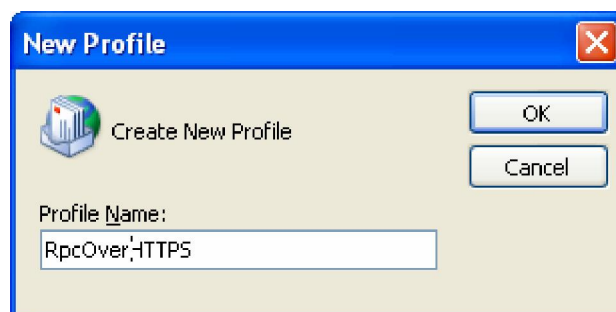
1. Make sure your system meets all of the requirements in the System Requirements above. If you have just installed the Hotfix for Windows XP and RPC make sure to reboot your computer before proceeding.
2. Create a new Outlook 2003 Profile
  - a. Go to Start and Control Panel
  - b. Launch the "Mail" applet.



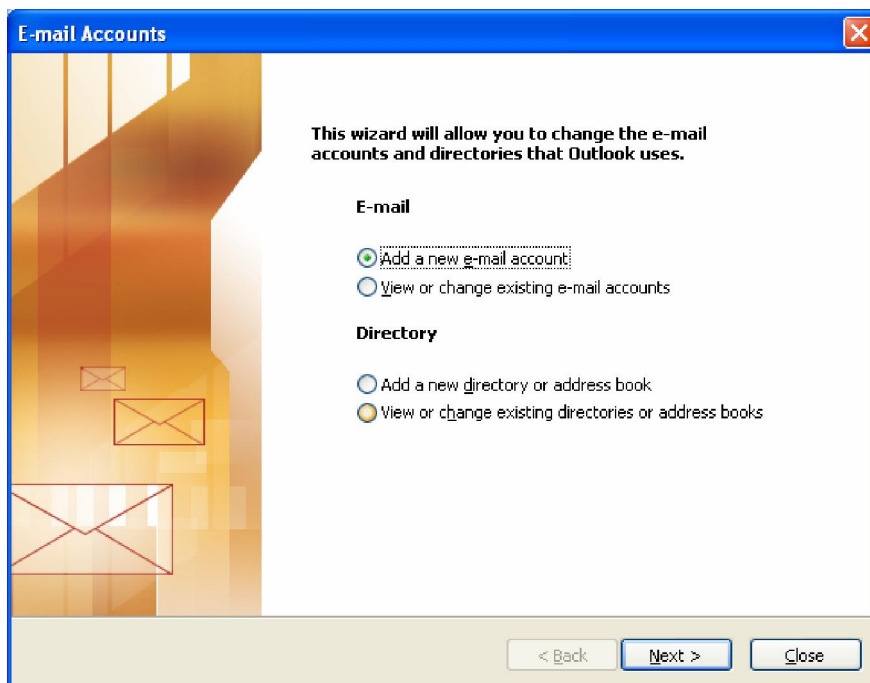
- c. Click Show Profiles



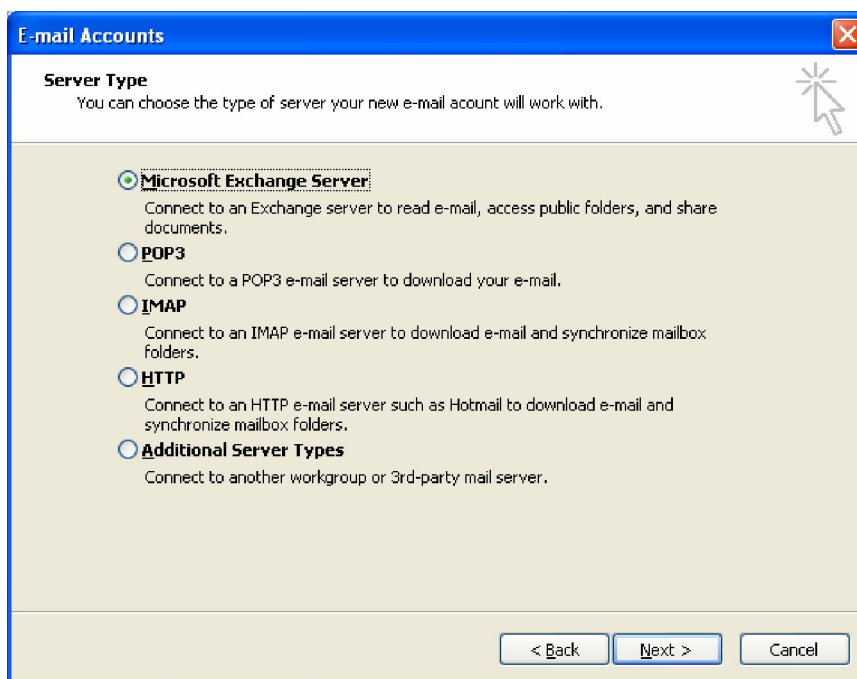
- d. Add a new Profile  
e. In the Profile Name – enter “RPCOverHTTPS” and click OK



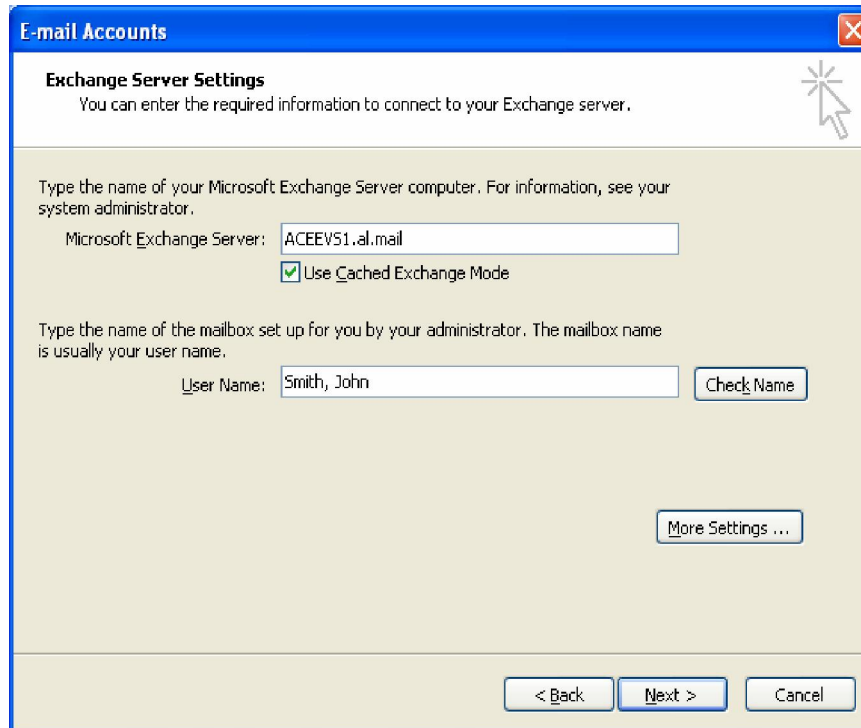
- f. Hit next when prompted to add a new email account:



- g. Choose Microsoft Exchange Server and hit Next:



- h. Enter the server address of `aceevs1.al.mail` along with the “short” version of your username: (this is usually the first part of your email address before the ‘@’ symbol.) Do not hit Check Name at this time.



**E-mail Accounts**

**Exchange Server Settings**  
You can enter the required information to connect to your Exchange server.

Type the name of your Microsoft Exchange Server computer. For information, see your system administrator.

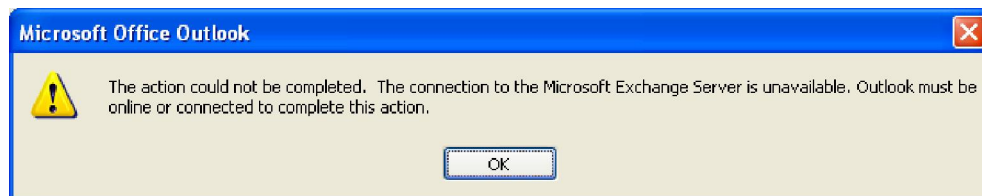
Microsoft Exchange Server:

☒ Use Cached Exchange Mode

Type the name of the mailbox set up for you by your administrator. The mailbox name is usually your user name.

User Name:

- a. Hit the “More Settings” button. If you are behind a firewall, your window may hang for a few moments. Please be patient as the Outlook profile is trying to find a way to connect to the Webmail system. After about 30 seconds it will time-out and return an error that says the “action could not be completed”. If it doesn’t hang just skip to the next step.



If you get this error this is fine. Hit OK, then you will see the following window:

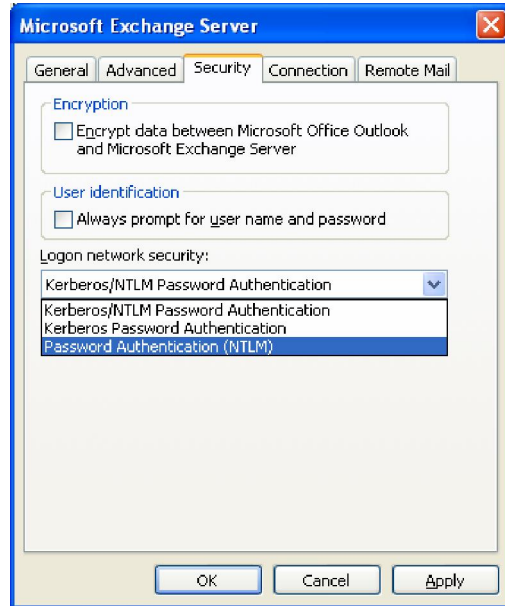


Hit "Cancel" and then the "Microsoft Exchange Server" settings should appear. If they do not automatically appear, hit the "More Settings Button."

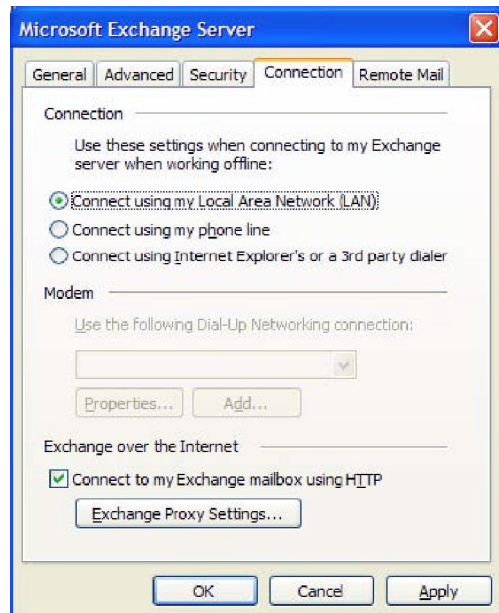
- j. You should now see the "Microsoft Exchange Server" settings as follows:



- k. Go to the Security tab and change the "Logon Network Security" drop down to read "Password Authentication (NTLM)" as follows:

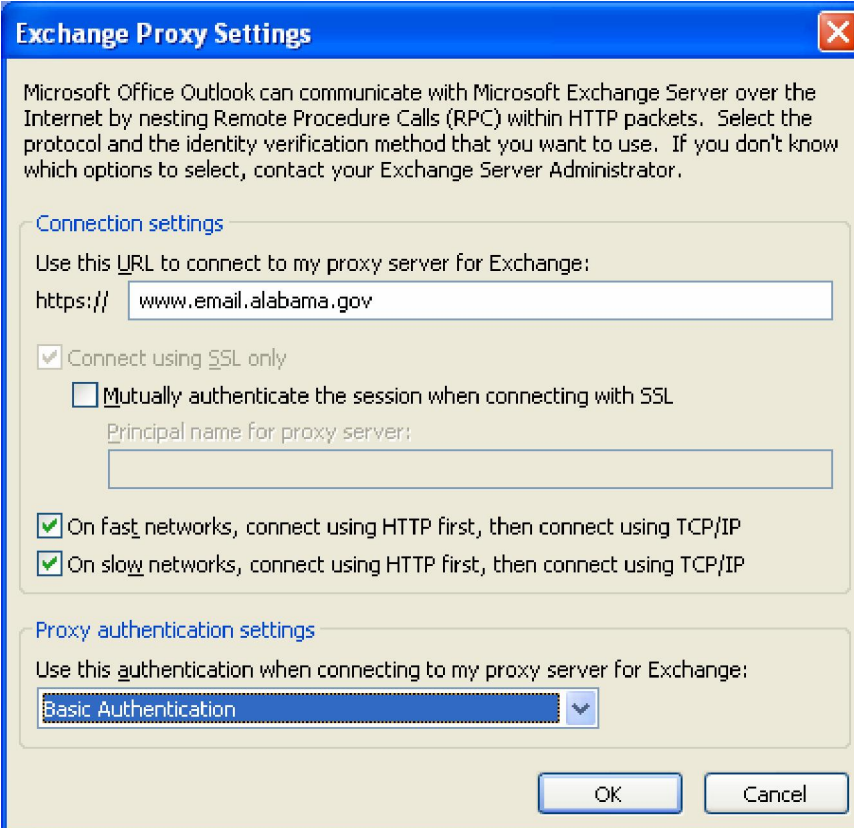


- l. Next, Go to the Connection tab and place a check next to "Connect to my Exchange mailbox using HTTP" at the bottom of the window. If you do not see this checkbox, please make sure you have met all of the criteria in the System Requirements. If you still do not see this prompt, and you have met all of the system requirements then contact ISD for further assistance.



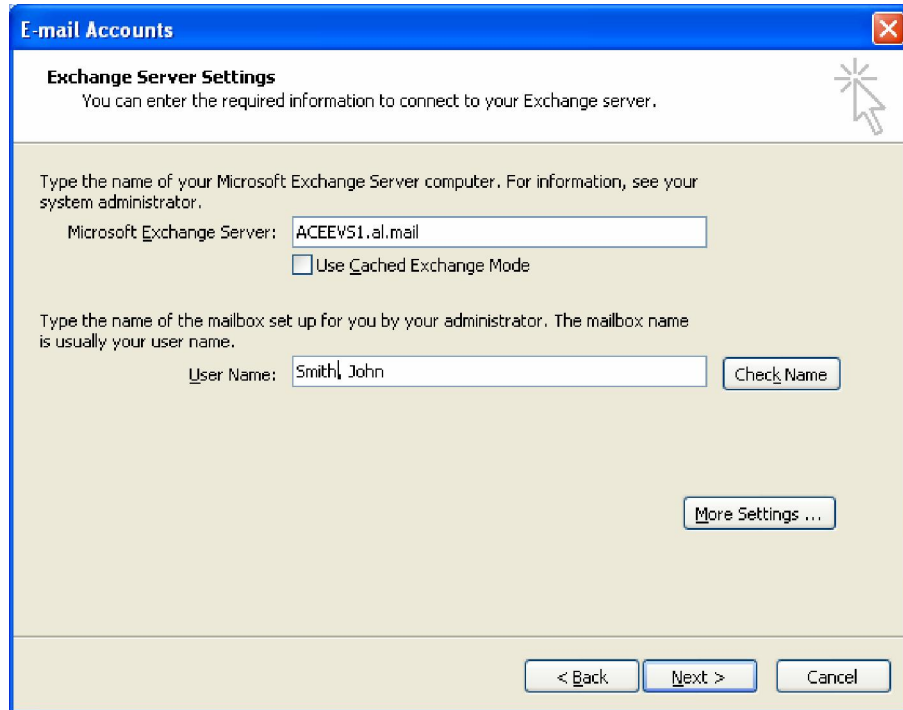


- m. Click "Exchange Proxy Settings..." and enter the following:
1. For "Use this URL to connect to my proxy server for Exchange:  
www.email.alabama.gov
  2. Make sure that "On fast Networks..." and "On slow Networks" are both checked.
  3. For Proxy Authentication settings make sure Basic Authentication is selected. Your window should look like the following:

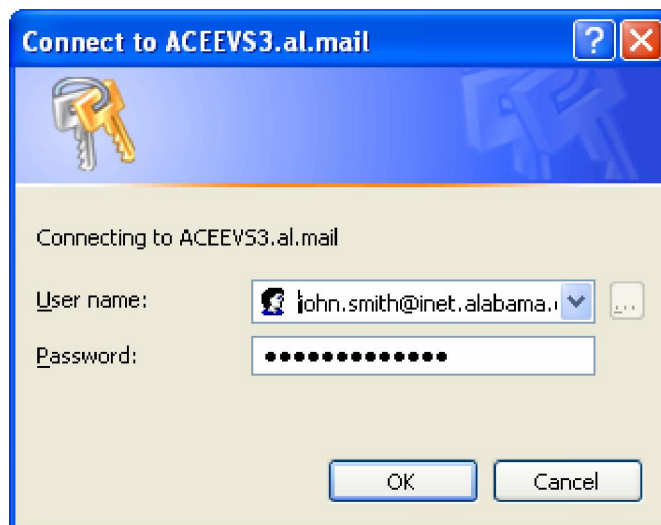


The image shows the "Exchange Proxy Settings" dialog box in Microsoft Office Outlook. The dialog has a blue title bar with the text "Exchange Proxy Settings" and a close button (X) in the top right corner. The main area has a light beige background. At the top, there is a paragraph of text: "Microsoft Office Outlook can communicate with Microsoft Exchange Server over the Internet by nesting Remote Procedure Calls (RPC) within HTTP packets. Select the protocol and the identity verification method that you want to use. If you don't know which options to select, contact your Exchange Server Administrator." Below this text are two sections. The first section is titled "Connection settings" in blue. It contains the text "Use this URL to connect to my proxy server for Exchange:" followed by a text box containing "https:// www.email.alabama.gov". Below the text box are two checkboxes: "Connect using SSL only" (checked) and "Mutually authenticate the session when connecting with SSL" (unchecked). Below the second checkbox is a text box labeled "Principal name for proxy server:". The second section is titled "Proxy authentication settings" in blue. It contains the text "Use this authentication when connecting to my proxy server for Exchange:" followed by a dropdown menu showing "Basic Authentication". At the bottom right of the dialog are two buttons: "OK" and "Cancel".

- n. next hit Ok on the Exchange Proxy Settings window, and Ok again to complete the "Microsoft Exchange Server" window. You should now be back at the Email Accounts window, remove the check from "Use Cached Exchange Mode". Your screen should look like the one below:



- o. Hit the "Check Name" button and if all goes well you should get a "Connect to mail.aceevs1.al.mail" login box:



**\*\* IMPORTANT – SIGN IN AS FOLLOWS \*\***

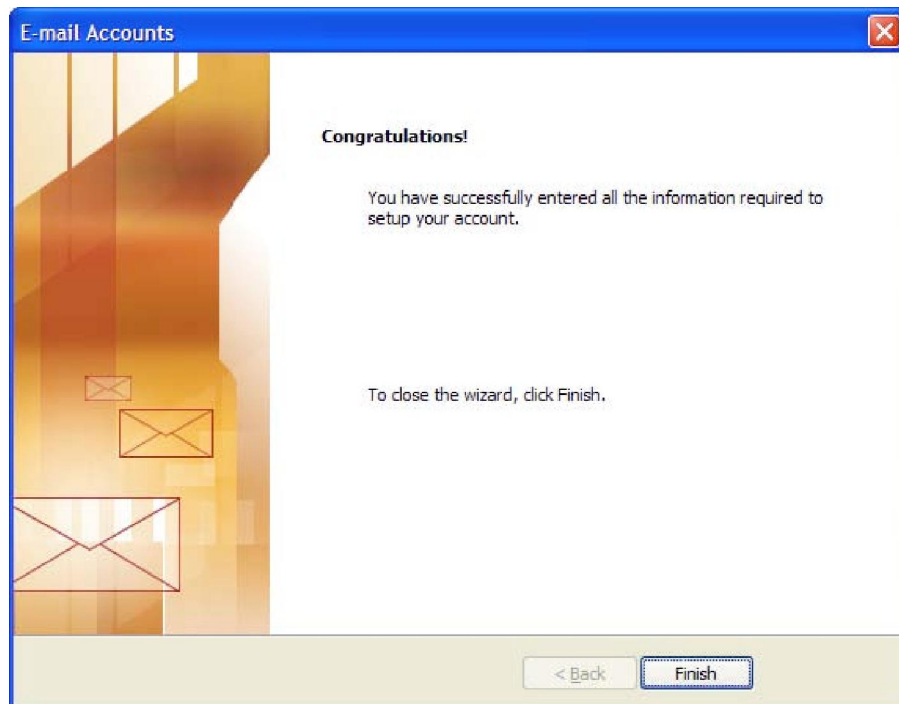
User name: `al\username`

Password: `<your Webmail password here>`

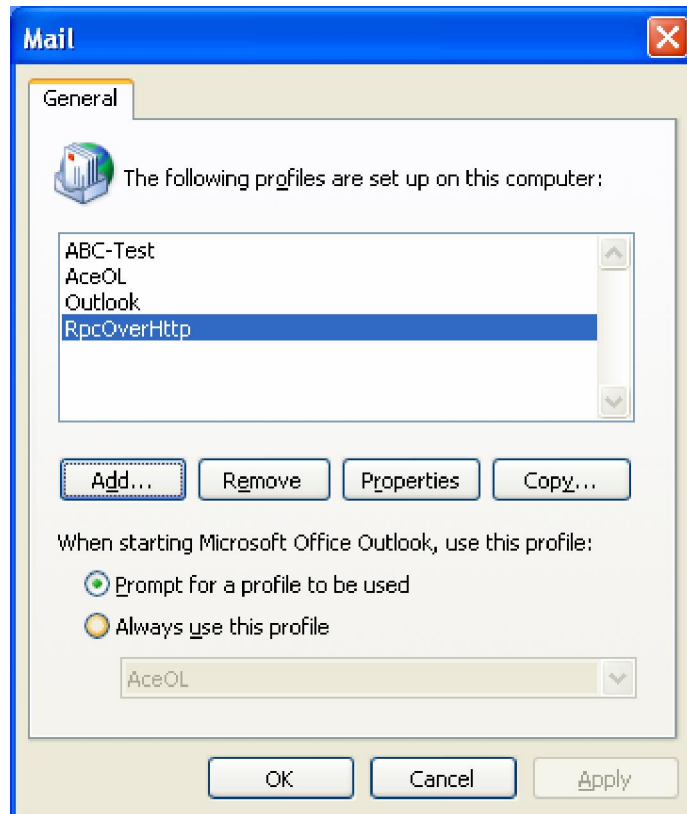
Where *username* is the "short" version of your username. Normally this is the first part of your email address before the '@' symbol but it may be different. If you are unsure of your username, ask your administrator or if you are the system administrator, contact ISD.

NOTE: if you want to use the `user@domain` syntax first download the Hotfix patch available [here](#). Otherwise the `user@domain` syntax will appear to work correctly in this step but will actually not let Outlook launch properly later on.

- p. Your username should now resolve to your mailbox name and be "underlined". Hit Next and you should see the following congratulations window:



- q. Next set the new profile to either "Prompt" for a profile or to always use the "RPCOverHTTP" profile. This is a personal choice. If you want to be prompted for which Outlook profile to use, and often switch profiles, choose the prompt option. If you wish to always use the HTTP profile you created using this document then choose that RPCOverHTTP profile to be always used. Then hit ok.



3. You should now be able to open Outlook 2003.